

The logo for the Indian Institute for Human Settlements (iihs) is located in the top left corner. It consists of the lowercase letters "iihs" in a white, sans-serif font, with a registered trademark symbol (®) to its upper right. The text is set against a dark red rectangular background.

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Associate – Travel Desk

About Us

The Indian Institute for Human Settlements (IIHS) is a national education institution committed to the equitable, sustainable and efficient transformation of Indian settlements.

IIHS aims to establish an independently funded and managed national university of eminence for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will be an institution of eminence that will host an integrated programme of quality campus-based education and research, training and lifelong learning for working professionals, distance and blended learning, as well as a whole array of practice and advisory services. The university will have a strong interdisciplinary orientation bringing together theory and praxis that is grounded in the South Asian context and also engages with and draws from knowledge across the globe.

For more information, please see <http://www.iihs.co.in>

Job Description

The position will be part of the Administration function at IIHS, and will be responsible for driving and supporting Admin-related activities and processes to address organisational needs.

The position will involve collaborating effectively with people at all job levels and interacting with a diverse group of individuals and personalities to ensure the achievement of functional and organizational goals.

Activities and Tasks

The responsibilities would include, but not be limited to, the following:

- Serving as an initial point of contact for day-to-day questions of all travel needs;
- Leading travel reconciliation process and assists in managing internal client relationships, which includes answering questions about charges. Handling finance and accounting processes for the travel department;
- Assisting travelers with online travel applications and forms, which includes answering questions and confirming required documentation;
- Coordinating and partnering with other internal support divisions and stakeholders, including Finance, and the Controller, regarding questions about compliance and regulations;
- Assisting with regular reviews and updating all travel processes;
- Maintaining vendor trackers, processing vendor payments, and scheduling and maintaining records of quarterly vendor reviews;
- Escalating time-sensitive problems for travelers and contributing to travel emergency responses;
- Helping enforce compliance, mitigate travel risk, and implementing cost-saving measures for travel with guidance from the manager;
- Coordinating all logistics for group travel requests related to training, field and study tours;
- Assisting the manager with reviews and updates of travel policies and practices and communicating changes to staff members;
- Drafting internal communications, including monthly travel newsletters and other office announcements;

- Performing other duties as required.

Structure and Reporting

The Associate will report to the Senior Associate – Administration. She/he will be expected to work in close cooperation with other members of the Administration team. The mentoring and coaching of younger team members would also be an intrinsic part of the role.

Person Specification

Applicants should have a minimum Graduate's degree and work experience of 3-4 years in travel management; the ability to interact, communicate and negotiate effectively; excellent communication skills, both written and oral.

Proficiency in Microsoft Office, including Word, Excel and PowerPoint is necessary, as also proficiency in the use of digital and social media to achieve functional objectives.

This offer is on an exclusive basis, which implies that other professional assignments (whether compensated or not) that bear a potential conflict of interest with IIHS cannot be undertaken.

The search will remain open until the position is filled.

Location

This position is based in Bengaluru and may entail travel to other locations in India.

Review and Assessment

The role and performance of the incumbent shall be subject to normal review and assessment systems at IIHS.

Diversity Policy

IIHS is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions.

To apply

If you are interested to explore this opportunity with us, please fill the online application form by clicking [here](#). (You can also click on the "Apply Now" button at the end of the Job Description displayed on the website).

Contact

Please write to us at hr@iihs.co.in if you need any clarifications while filling the online application form.



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